

**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Harrisonville Telephone Company**  
**For The Quarter Ending on March 31, 2022**

Performance Data	Jan	Feb	Mar	Avg
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.78	7.36	8.04	9999999999
B. Operator Answer Time - Information [730.510(a)(1)]	7.78	7.36	8.04	9999999999
C. Repair Office Answer Time [730.510(b)(1)]	42	27	48	39
D. Business or Customer Service Answer Time [730.510(b)(1)]	18	13	18.66666666	18.66666668
E. Percent of Service Installations [730.540(a)]	100	100	100	100
F. Percent of Out of Service Lines Repaired in 24 Hours [730.535(a)]	100	100	100	100
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.85	1.10	1.74	1.66666668
H. Percent Repeat Trouble Reports [730.545(c)]	1.79	6.67	5.56	6.66666667
I. Percent of Installation Trouble Reports [730.545(f)]	0	0	0	0
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments